

# COURIER SHIPPING INSTRUCTIONS

## 4 STEPS TO SHIP YOUR GOODS TO THE ADVANCED WAREHOUSE



### 1. PRE-CHECK FOR CUSTOMS FORMALITIES

(for NON-EUROPEAN UNION shipments only)

#### PRE-CHECK:

Before sending your shipment, click & fill the Commercial Invoice & Packing List ([CIPL](#)) (mandatory) and send it to [madrid@resaexpo.com](mailto:madrid@resaexpo.com), then we will check and inform you about customs requirements.

#### VALUE OF THE GOODS:

This concept must be realistic, to avoid the Spanish Customs refusing the import. Declared value must include goods value plus freight costs (CIF value). For consumable goods like catalogues, we suggest to use a value of min. 9€/kg.

#### DUTIES & TAXES:

All the Courier shipments have to arrive under DDP conditions (Delivery Duty Paid). If a courier shipment does not arrive under DDP conditions we will treat this as an airfreight shipment, multiplying the costs for the exhibitor.

#### RESTRICTED GOODS:

Please check below the list of restricted goods. Some products cannot be imported. Resa will act as importer only for consumable goods like catalogues, give aways, etc. (for other goods, please check with us). We recommend to order all kind of branded give aways through EU providers.

The following products are restricted by Spanish Customs/ Health Authorities, please contact us before shipping any of these:



- **Foodstuff/ beverages** (incl. sweets, mint tablets, water bottles)
- **All products to be in contact with foodstuff / beverages** (e.g., cups, mugs, bags, cutlery, empty bottles/ empty recipients)
- **Pharmaceutical and medical products or equipment** (incl. hand sanitizers & masks)
- **Cosmetics**
- **Toys** (like fidget spinners & teddy bears)
- **Medicines**
- **Live animals**
- **Plants**

All products to be imported must comply with EU regulations and CE marking when required.

Once you receive our approval to ship, please follow the steps below.



### 2. LABELLING

Pack your goods and place one [label](#) (click & fill) on each box. The use of our label is essential for a correct identification of your shipment at our warehouse.



### 3. SHIPPING AND DEADLINES

Arrange the shipment with your preferred courier company to the below mentioned address. For non-EU shipments, please make sure to send our CIPL template to your courier company.

#### WAREHOUSE ADDRESS

RESA EXPO LOGISTICS / EYGER CARGO

Event: / Exhibitor name: / Stand no.:

C/ Eduardo Torroja 22 - Nave 10

28823 Coslada – Madrid

#### CONTACT

Operations Dept. Tel. **+34 91 669 40 79**

e-mail: [madrid@resaexpo.com](mailto:madrid@resaexpo.com)

#### DEADLINES



**EU COURIERS:** Arrival to Resa's warehouse **3 full working days** before the requested delivery date to stand.

**NON-EU COURIERS:** Arrival to Resa's warehouse **5 full working days** before the requested delivery date to stand.



### 4. PRE-ALERT

Once you have shipped the goods, kindly click & fill our [Service Order Form](#) and send it to [madrid@resaexpo.com](mailto:madrid@resaexpo.com). Don't forget to state the tracking number that your courier company has provided.



#### THIS IS HOW WE WORK 😊

Resa Expo will receive and store your shipment at the advanced warehouse and then deliver to your stand on the date and time requested by you on the Service Order Form.

If your shipment is of non-EU origin, we will liaise with your transport company to get the goods through customs.

If on the Service Order Form you advise that you will require empty /full goods storage during the event, we will visit your stand during build-up to deliver the corresponding labels.

If you indicate in the form that your shipment will return after the show, we will visit your stand on last show day to deliver return labels. For detailed instructions on how to organize your return shipment, please unload [here](#) the [Return Instructions](#).

**Important! Don't instruct your forwarder to collect from our warehouse until you receive Resa's collection reference.**

#### BASIC CONDITIONS OF CONTRACT:

All work undertaken is subject to the Resa insurance terms and conditions. The liability of Resa for the transportation is determined by the national or international insurance regulation applicable to the contracted transport. The liability insurance of Resa for storage and handling covers a maximum of 10 Euros per Kg. (Gross weight of damaged or lost goods) and per incident. The liability of RESA ceases with the delivery and starts with the collection of freight at the exhibition stand. It is the exhibitor's responsibility to ensure the security of his material until this collected from the stand by RESA. We strongly recommend all exhibitors to arrange insurance coverage including transit to and from the exhibition, whilst on display and in storage. Please note that Resa does not insure automatically unless asked to do so in.